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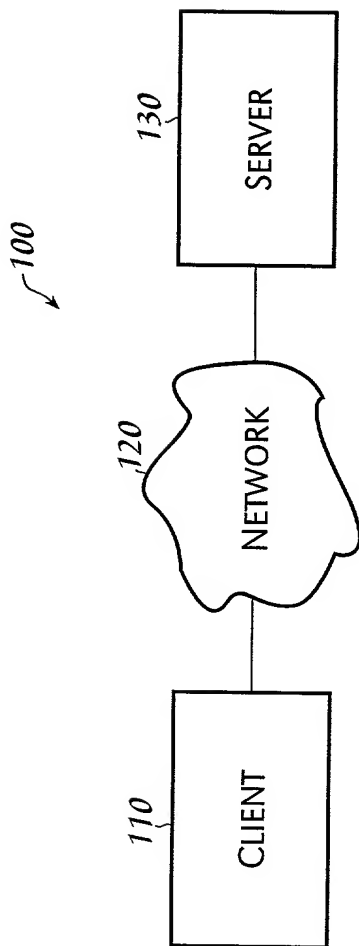


Fig. 1

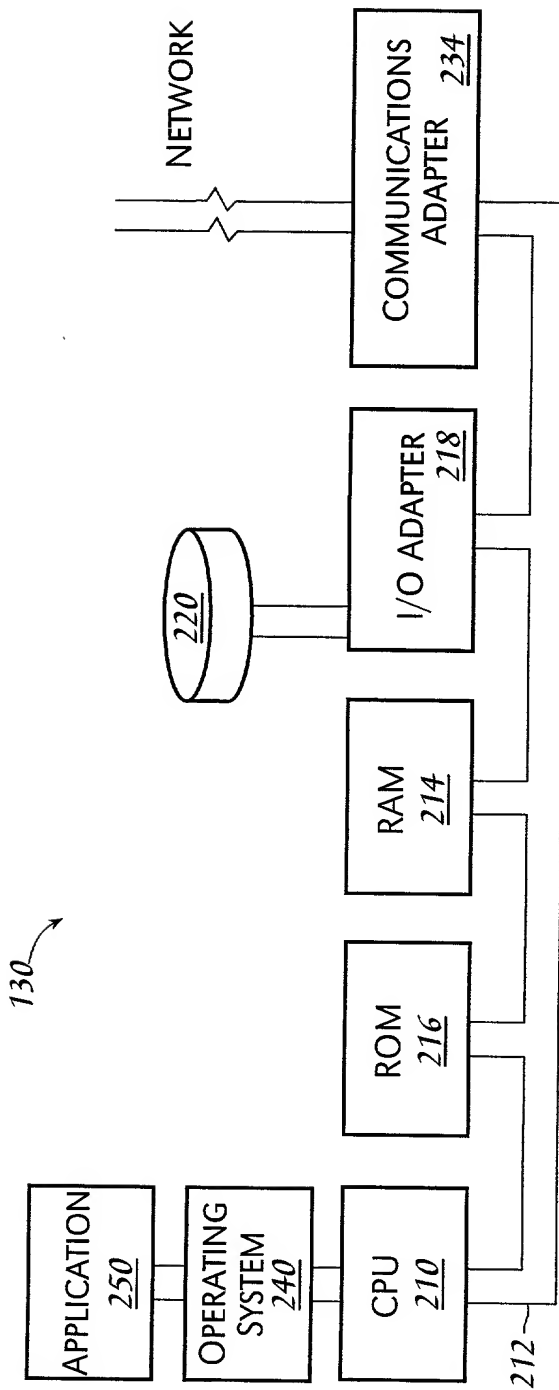
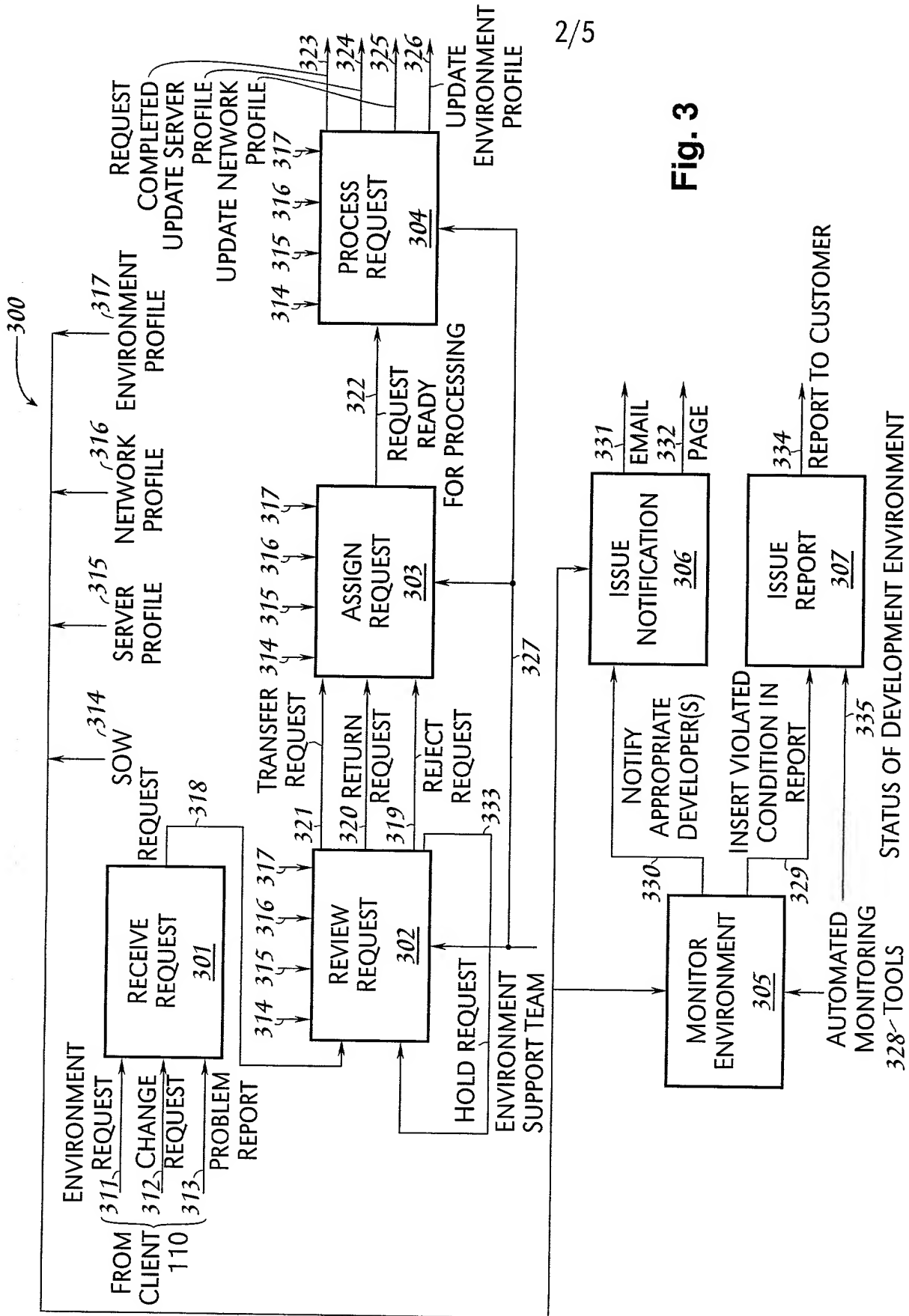


Fig. 2

FIG. 3



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311

FIELD	
DESCRIPTION	
CUSTOMER NAME	
ENVIRONMENT CHARGE CODES	
DATE SUBMITTED	
DATE REQUESTED	
SEVERITY	
ESTIMATED END DATE	
REVIEWED BY	
TARGET DATE ASSIGNED	
ACTUAL COMPLETION DATE	
DETAILS	
EDIT HISTORY	

Fig. 4

312

FIELD	
AUTHOR	
DESCRIPTION	
CUSTOMER NAME	
DATE SUBMITTED	
DATE REQUESTED	
SEVERITY	
REVIEWED BY	
ENVIRONMENT SUPPORT TEAM ASSIGNMENT	
TARGET DATE ASSIGNED	
ACTUAL COMPLETION DATE	
DETAILS	
EDIT HISTORY	

Fig. 5

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313

FIELD	
AUTHOR	
DESCRIPTION	
CUSTOMER NAME	
DATE SUBMITTED	
SEVERITY	
REVIEWED BY	
TARGET DATE ASSIGNED	
ENVIRONMENT SUPPORT TEAM ASSIGNMENT	
ACTUAL COMPLETION DATE	
ENVIRONMENTS	
SERVERS	
NETWORK COMPONENTS	
DETAILS	
EDIT HISTORY	

Fig. 6

317

FIELD	
NAME	
DESCRIPTION	
CUSTOMER NAME	
DEVELOPMENT TEAM ADMIN CONTACT	
ENVIRONMENT CHARGE CODES	
ESTIMATED SETUP WORK EFFORT	
ESTIMATED MONTHLY WORK EFFORT	
DEVELOPMENT TEAM	
ENVIRONMENT SUPPORT TEAM PRIMARY	
ENVIRONMENT SUPPORT TEAM BACKUP	
SERVER PROFILES	
NETWORK PROFILES	
DETAILS	
EDIT HISTORY	

Fig. 7

100168551001

315

316

FIELD	
NAME	
HOST NAME	
IP ADDRESS	
TYPE/MODEL	
SERIAL NUMBER	
MANUFACTURER SUPPORT CONTACT	
DETAILS	
EDIT HISTORY	

**Fig. 9**

[illegible]